

MY PREDICTIONS FOR TECHNOLOGY (AKA THINGS THAT WILL COME BACK TO BITE ME)

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KIMS Hospitals is a multidisciplinary healthcare provider which expertise lie in core medical, surgical, and emergency services, as well as complex & advanced quaternary healthcare in various specialities under disciplines such as neuroscience, cardiac sciences, oncology, orthopaedics, renal sciences and gastric science and many more.

Working in any vertical these days means you are surrounded by technology. Waking-up in the morning is with the aid of technology for a lot of us. Our daily activities have turned into enjoying the fruits of good technology and at times suffering the pains of poor or outright nasty technology. Either way, we are exposed to technology. For us to imagine what life would be like after

one or two decades from now would be like, we are somewhat limited by our knowledge and understanding of the current technology available. However, if we were to reflect back on the things we used to do before one or two decades ago, and how we do the same things now or maybe not even do them anymore due to technological advances, it might give us an edge in expanding our imagination. The things that come to mind are, how we accessed phone numbers, used those crazy-fold maps, or hailed a taxi. We have certainly come a long way. There are several things that we do today that might simply disappear in the next decade alone. With these thoughts in mind, let us venture to see what our little brain can cough-up.

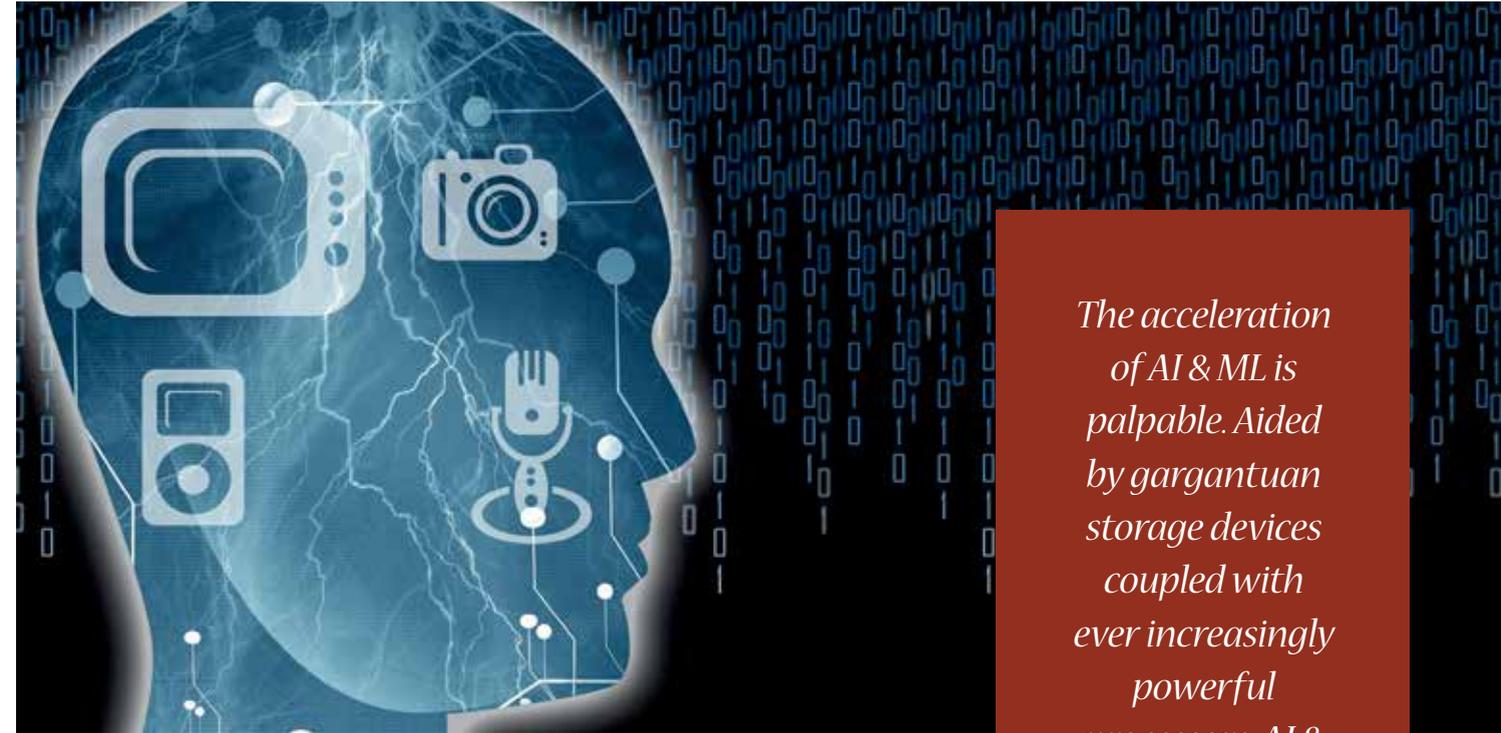
AI/ML/Robotics

It is my hope and desire to see physicians and surgeons working alongside AI and any form of robotics to enhance treatment outcomes and patient experience, while bringing costs down. We are bound to witness robots that will be able to work alongside humans by 2030. The risk of injury or mistakes (human), while working with robots

will diminish with a combination of enhanced ML (Machine Learning)/AI and new soft materials that won't pose injury risk. Cars were seen as a 'menace' to horse-drawn carriages and pedestrians when the automobile made its first appearance. We too shall evolve. Tools, such as AI/ML/Robots, must be seen as enhancers to patient-physician dynamic instead of replacement. Thoughts/comments/debate welcome.

Software-Defined World

Increasingly, software companies and hardware architects & manufacturers are seeing the lines getting blurred. Welcome to multi-tasking in the technology world. Operating Systems being sold as separate from hardware (read laptops/desktops/PDAs) will disappear. OS-on-chip with 'flash updates' will become the norm. HDD/SSD or a storage device in any form will increasingly become the destiny for data storage or in the case of SSD, even a cache device for number crunching functions. The OS will reside on robust chips and applications will find their home on the Cloud on a SaaS model. SD-WAN is already a reality. Nuff said on that.



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Connected Patient

I will stake-out my territory and take credit here for a phrase I coined and will fervently hope becomes household by 2025. Connected Continuum of Care or 3Cs. I strongly believe that healthcare will finally outstrip Finance/Banking and Manufacturing sectors in the adoption & development of technology. Here's why, the slow plodding foray into technology has actually given the healthcare sector the opportunity to leapfrog other said industries. Once the consumer of healthcare realizes that the high quality of care that is possible through combining actual tangible care with technology, there will be no going back. Hospitals that realize this and enable this would be the trendsetters. They will get to write the rules.

AI (Again) in Customer Experience (CX)

Remember back in the 1990s when hordes of well-intentioned literary

types were typing away reviews and recommendations on the then online bookseller Amazon? Well, I do and guess what? In one fell swoop, a very primitive (compared to current) form of AI replaced all those bookworms with an algorithm that did a much, much better job. That was then. Now, the acceleration of AI & ML is palpable. Aided by gargantuan storage devices coupled with ever increasingly powerful processors, AI & ML are now self-propagating living breathing things.

Nowhere near human intelligence, these algorithms are working their tiny asses off to catch-up, and they will. Now imagine a proliferation (already happening) of bots that are watching & listening to most of what we do & say, learning from our expressions and trying to learn our mood & affect; learning the nuances of our language – making a distinction between expressions 'Get out' and 'Get outta here' for instance. These bots will

evolve from faceless interfaces with text and voice of today to full-faced with well-articulated expressions conveying empathy, excitement, annoyance and so on. Put that in a patient-doctor virtual consultation and voila you have a perfect recipe for a basic virtual medical assistant. Extend that to a Nursing Home or an Elderly Care Home for providing a conversational companion for those who do not get regular visitors. Or, if the individual enjoys talking about plants and flowers, the assistant could delve into information on the kind of plants or flowers this person loves and talk about them. Perhaps show images and videos of meadows and gardens. Well, it could happen.



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